

Part 573 Safety Recall Report

22V-654

Manufacturer Name : Daimler Trucks North America, LLC

Submission Date : OCT 18, 2022

NHTSA Recall No. : 22V-654

Manufacturer Recall No. : FL-951



Manufacturer Information :

Manufacturer Name : Daimler Trucks North America, LLC

Address : 4747 N. Channel Avenue
Portland OR 97217-3849

Company phone : 800-745-8000

Population :

Number of potentially involved : 3,498

Estimated percentage with defect : 1 %

Vehicle Information :

Vehicle 1 : 2020-2023 Western Star 47X

Vehicle Type : BUSES, MEDIUM & HEAVY VEHICLES

Body Style :

Power Train : NR

Descriptive Information : On certain vehicles built within the above manufacturing date range that are equipped with Inner & Outer Bezels on the hood, the stainless steel cover on the Bezel (s) may de-bond and potentially fall off.

Production Dates : JUL 16, 2020 - AUG 25, 2022

VIN Range 1 : Begin : NR **End :** NR

☐ Not sequential

Vehicle 2 : 2020-2023 Western Star 49X

Vehicle Type :

Body Style :

Power Train : NR

Descriptive Information : On certain vehicles built within the above manufacturing date range that are equipped with Inner & Outer Bezels on the hood, the stainless steel cover on the Bezel (s) may de-bond and potentially fall off.

Production Dates : MAR 20, 2019 - AUG 25, 2022

VIN Range 1 : Begin : NR **End :** NR

☐ Not sequential

Description of Defect :

Description of the Defect : The stainless steel cover on Inner & Outer Bezels on the hood may de-bond and subsequently fall off the vehicle.

FMVSS 1 : NR

FMVSS 2 : NR

Description of the Safety Risk : If the hood bezel(s) stainless steel covers falls during operation, it may become road debris, increasing the risk of a crash.

Description of the Cause : NR

Identification of Any Warning that can Occur : NR

Involved Components :

Component Name 1 : Hood Bezel Covers

Component Description : Hood Bezel, Inner & Outer

Component Part Number : A17-21894-000, A17-21893-000, A17-21893-000, A17-21893-001, A17-21894-000, A17-21894-001, A17-21894-

Supplier Identification :

Component Manufacturer

Name : American Trim

Address : 1005 West Grand Avenue
Lima Ohio 45801

Country : United States

Chronology :

On or about March 8, 2022, DTNA was first notified through a Dealer Product Report (DPR) regarding de-bonding of Hood Bezel cover. On or about August 16, 2022, a Field Service Product Report (FSPR) & DPR duplicating the same issue was submitted to DTNA Compliance. DTNA promptly began an investigation that revealed that, on a specific population of vehicles built with hood Bezels, there is a possibility of the hood bezel (s) stainless steel covers de-bonding from the air intake. As part of that investigation, DTNA performed an initial warranty seek to identify any related claims not found in the prior notifications. Later in that same month, DTNA's review became aware of 1 additional occurrence of covers de-bonding from the hood bezel(s). On August 25, 2022, out of abundance of caution, DTNA decided to conduct a voluntary safety recall on certain WST 47X and 49X vehicles built within the above mentioned manufacturing date range, that were equipped with these particular hood bezels. The summary of warranty claims, field or service reports, and other information is as follows: 4 warranty claims and 3 Field report from dates 12/17/2021 to 7/18/2022, 4 claims reporting fell off on the road. No deaths or injuries reported. On 08/29/2022 DTNA added Western Star 49X as additional model in portal. On October 4, 2022, upon review of production vehicles, DTNA reasonably amended the recall population from 4,006 to 3,513. On October 6, 2022 the updates in the chronology in the 573 report were amended to match the amended defect information report. On October 18, 2022, upon review of

production vehicles, DTNA reasonably amended the recall population from 3,513 to 3,498. The description of the recall schedule for notifications was also added.

Description of Remedy :

Description of Remedy Program : Hood bezels will be removed and replaced with new parts accordingly. New hood bezels will be assembled at the supplier location, using an improved manufacturing process. Replacement will be performed by Daimler Truck North America authorized service facilities. Daimler Truck North America shall be offering a refund for owner-paid repairs covered by this recall if the repair was performed prior to the date indicated in the reimbursement plan, which will be posted with owner's notification letter. Owners are directed to seek reimbursement through authorized dealers.

How Remedy Component Differs from Recalled Component : NR

Identify How/When Recall Condition was Corrected in Production : NR

Recall Schedule :

Description of Recall Schedule : Customer notification will be made by first class mail using Daimler Truck North America records to determine the customers affected.

Planned Dealer Notification Begin Date: 10/28/2022

Planned Dealer Notification End Date: 10/28/2022

Planned Owner Notification Begin Date: 10/28/2022

Planned Owner Notification End Date: 10/28/2022

Planned Dealer Notification Date : OCT 28, 2022 - OCT 28, 2022

Planned Owner Notification Date : OCT 28, 2022 - OCT 28, 2022

* NR - Not Reported